

Troubleshooting User Authentication for VPN

If a user receives a repeating prompt for username and password:

Verify they are connecting to the correct profile. The correct profile is StateOfIndiana. The incorrect profile is SOI-VPN.

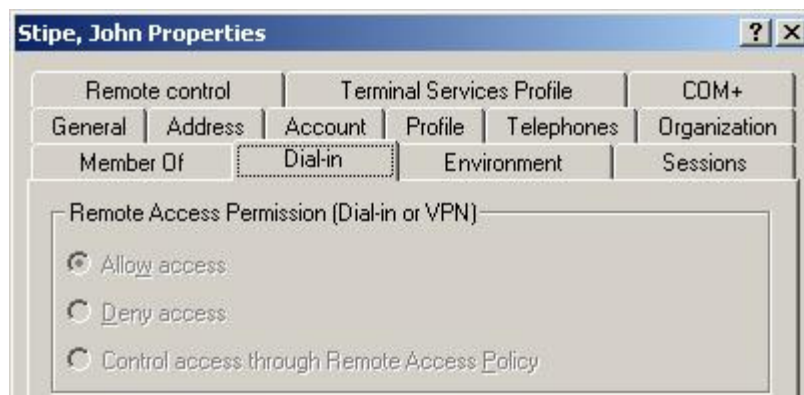
Check the following in Active Directory Users and Computers:

Verify their account is not locked out.

Verify the user is a member of the appropriate domain VPN group according to the following chart:

Agency	Domain	VPN Group
IOT	ISD-NT	IOT VPN
ISP	ISPGHQ	ISP VPN
INDOT	DOT	INDOT VPN
FSSA/DCS	FSSA	FSSA VPN
JTAC	JTAC	JTAC VPN
IDEM	IDEM	IDEM VPN
DOR	DOR	DOR VPN
DOC	DOC	DOC VPN
DWD	DWD	DWD VPN
DNR	DNR	DNR VPN
Others	ISD-SHARED	Shared VPN

Verify the Remote Access Permission (Dial-Up or VPN) is set to ALLOW on the Dial-In tab of the user account:



If either of these two items is not configured properly, have the user contact the appropriate agency security coordinator to authorize them to have VPN access.

If the user is not locked out and the above items are properly configured, ensure the user is entering their username correctly. If the user is attempting to use “/” instead of “\”, or they are using the old VPN username and password, it will not work.

Verify that there is not another user somewhere in state government with the same username. If there is, the user will need to have the domain in front of their username, like so: DOMAIN\Username. The system will find the first match on the username throughout all domains. If the user does not specify which domain he is in, the system will find the first one, which may be some other user.

If the user absolutely does not know their password, reset the user’s password in Active Directory. Direct the user to the following website where they can use the new password you gave them to create a password known only to them:

<https://extranet.in.gov/security/admin/aexp4.asp>

Using the password they just changed to; have them try their connection again. If this does not resolve the issue, submit a ticket to Network Management to check the logs and resolve.